

# Furniture Manufacturer Apprenticeship Standard

## Core Requirements Modules of Assessment

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## Introduction

It is recognised that a Furniture Manufacturer is likely to work in a variety of different roles and this standard allows for the apprentice to demonstrate a full range of skills across a variety of businesses.

The role of a Furniture Manufacturer will enable the apprentice to demonstrate competencies in the following core requirements;

KNOWLEDGE	WHAT IS REQUIRED
Industry	Knowledge and understanding of general background of the furniture industry.
Organisation	Knowledge and understanding of the company you are working in. This includes understanding the manufacturing process and how you contribute and fit into it.
Materials	Knowledge and understanding of industry materials. Properties and characteristics of materials used within your organisation
Customers	Knowledge and understanding of customer expectations. Who are the industry customers and what are their expectations in terms of packaging and delivery?
Quality Standards	Know the quality standards which apply to the products and how to check that these have been met. Read and interpret specifications, drawings, cutting lists and other relevant technical information used within your organisation.
Health, Safety and Environment	Knowledge and understanding of the relevant health, safety and environmental requirements and regulations. Understand sustainability within the industry.
SKILLS	WHAT IS REQUIRED
Maintain Tools & Equipment	Perform regular autonomous maintenance tasks on machinery, tools and equipment used.
Problem Solving	Identify issues quickly, solve problems and apply appropriate solutions.
Achieve quality and output targets	Carry out work to required quality standards and output targets. High attention to detail, must monitor and check work meets specifications and must follow methodology and processes.
Health & Safety	Comply with health, safety and environmental requirements, relevant statutory regulations and industry standards/codes of practice at all times
BEHAVIOURS	WHAT IS REQUIRED
Collaboration & Adaptability	Willing to both listen and learn and to accept changing priorities and working requirements. Work effectively with others in a team whilst maintaining effective professional working relationships. Actively engage in wider business and look to provide information that positively contributes to the business.
Time management	Time management and ability to complete work to schedule.
Pride in the workplace	Organise work space for efficiency and effectiveness by identifying and storing items used, maintaining work area and sustaining order.

The employer, apprentice and training provider should undertake a programme that will meet the Standard Criteria to ensure all areas of the outcomes are covered in the apprentice job role.

Training providers should be evaluated and approved by the Assessment Organisation using appropriate methods.

## Assessment

### On Programme

The suggested training and assessment for the apprenticeship is based on the 'Furniture Manufacturer Assessment Modules,' which detail the training modules that should be completed for the core requirements and each occupational area.

On-going reviews will be completed by the provider and employer during the apprenticeship but will not contribute to the end point assessment.

### End Point Assessment

The independent assessment organisation is responsible for carrying out the end point assessment. When the apprentice, employer and provider have determined that the apprentice is ready to complete the apprenticeship they will hold a final review to go through the portfolio of work. The apprentice will need to have completed the Level 1 Functional Skills in English and Maths and taken the test for the Level 2. This will act as a gateway to the end point assessment.

## Portfolio of Evidence – Guidance

Evidence should show that the apprentice can complete all of the learning outcomes for each core module and options taken.

### Types of Evidence:

Evidence of performance should be demonstrated by activities and outcomes, and should be generated in the workplace only, unless indicated under potential sources of evidence (see below). Evidence of knowledge can be demonstrated through performance or by responding to questions.

### Quantity of Evidence:

Evidence should show that the apprentice can meet the requirements of the modules in a way that demonstrates that the standards can be achieved consistently over an appropriate period of time.

### Potential Sources and Types of Evidence:

The main source of evidence for each module will be observation of the learner's performance and knowledge demonstrated during the completion of the module. There must also be evidence of using questioning and examination of work products. The following can be used as supplementary physical or documentary evidence:

- Responses to oral or written questioning
- Professional discussion
- Personal statements/reflective accounts
- Assessment records
- Case studies
- Evidence of feedback given

- Products of learner's work
- Expert witness testimony
- Evidence of recognition of prior learning
- Assessment plans

Please Note that photocopied or downloaded documents are not normally acceptable evidence unless accompanied by a record of a professional discussion or assessor statement confirming learner knowledge of the subject.

## Certification

Certification is claimed at the end of the apprenticeship when all components are complete. The relevant documents will then be required to be uploaded onto the ACE system for confirmation prior to the apprenticeship certificate being issued.

## Appeals

In the event of an appeal against the grade awarded, the Assessment Organisation will carry out an independent review of the evidence to confirm or modify the grade.

## Module 1 – Industry

### What is required

Knowledge and understanding of general background of the furniture industry.

### Learning Outcomes:

#### The learner can:

1. describe the furniture industry and list the different sub-sectors
2. describe the sub-sector you work in
3. state if the industry is growing or shrinking
4. state the main players within the sub-sector you work in
5. state the size of the furniture industry in relation to contribution to GDP, number of employers and numbers employed
6. state the trade associations linked with the furniture industry
7. state the trade unions linked with the furniture industry
8. describe a brief history of the furniture industry

### Range:

Furniture Industry	Annual turnover Annual productivity Number of employers Number of employees Additional people predicted Political Imports/Exports GDP/GVA
Sub-sector	Markets
Main players	Market share
Trade Associations	Members Funding Role
Trade Unions	Members Funding Role
History	Periods

### Assessment:

Portfolio of evidence

Multiple choice test

## Module 2 – Organisation

### What is required

Knowledge and understanding of the organisation you are working in. This includes understanding the manufacturing process and how you contribute and fit into it.

### Learning Outcomes:

#### The learner can:

- 1 describe the history of your organisation
- 2 state who owns the organisation you work for
- 3 state what your organisation's type is
- 4 describe the products and services your organisation sells
- 5 describe the range of products your organisations sells
- 6 describe your organisation's structure and where your role fits into this
- 7 state your organisations turnover and if it is profitable
- 8 state the number of employees and sites at your organisation
- 9 describe your organisation's competitors
- 10 describe your organisation's target market
- 11 describe your organisation's customers
- 12 describe your organisation's suppliers
- 13 describe the manufacturing process used in your organisation
- 14 describe the reporting procedure if you have to be absent from work due to illness
- 15 state how many days annual leave you are entitled to
- 16 state how many hours per day and per week do you normally work
- 17 describe the procedure for you to request time off work using annual leave
- 18 describe the main tasks that are part of your job role

### Range:

Organisation	Date established Structure Growth Heritage/Ownership Turnover Number of employees Geographical areas of trade
Products and Services	Product ranges Service offers
Competitors, customers and suppliers	Lists of each covering the main scope
Manufacturing processes	General overview of key processes
HR	Policies Contract of employment Apprenticeship Agreement Job description

Assessment:

Portfolio of evidence.

## Module 3 – Materials

### What is required

Knowledge and understanding of industry materials. Properties and characteristics of materials used within your role/organisation.

### Learning Outcomes:

#### The learner can:

1. describe the importance of product knowledge
2. list different materials used within your organisation
3. describe the flow of materials through the organisation
4. describe properties and characteristics of the materials used within your organisation
5. describe processes to produce the raw materials used in your role
6. describe where raw materials used are sourced
7. describe statutory and legal requirements for materials and combinations of materials used within your organisation
8. describe performance requirements of materials used
9. describe storage environmental requirements for raw materials used
10. describe disposal and recycling routes for materials used

### Range/Scope:

Product Knowledge	An understanding of goods or a service that might include information about its application, function, features, use and support requirements.
Materials	Wood and timber Manmade composite materials including plywood, MDF and MFC Veneers, laminates and edging materials Stains and finishes Fixtures and fittings (including glass, plastics, electrical components and fittings) Fabrics Springs Manmade and natural fillings Adhesives
Characteristics	Specification Appearance Stability
Statutory and Legal Requirements	Control of Substances Hazardous to Health Regulations (COSHH) Chain of Custody Fire Regulations
Storage requirements	Clean, dry and well ventilated area

	Security Labelled Packaging Stacking
Disposal	Data sheets Consignment notes Recyclable products Contractors

Assessment:

Portfolio of evidence.

## Module 4 – Customers

### What is required

Knowledge and understanding of customer expectations. Who are the industry customers and what are their expectations in terms of packaging and delivery?

### Learning Outcomes:

#### The learner can:

1. describe different types of customers in the industry
2. state your organisations main customers
3. explain the difference between an internal and external customer
4. explain the internal customer supply chain in your organisation
5. state the purpose of packaging and labelling products
6. state why it is important to place and protect products in the right location for internal processing or storage
7. summarise the role of packaging in mitigating the effects of hazards faced by packed products in the supply chain
8. describe the warranty/guarantee requirements, which customers have the right to return
9. give a brief explanation of the expectations of your organisations customer's in relation to the products and services offered

### Range/Scope:

Industry Customers	Retail channels including: <ul style="list-style-type: none"><li>• Independent retailers</li><li>• Home shopping catalogues</li><li>• Multiples</li><li>• Internet</li><li>• Contract</li><li>• National</li><li>• International</li></ul>
Organisations' customers	Internal External
Storage	Storage Temperature Legal conditions,
Packaging/Labelling	Data sheets Protecting of goods Checking customer details Quality control Identification Packaging requirements

Warranty/Guarantee	Requirements when customers have the right to return goods, weeks, months, years.
Expectations of products/services offered	<ul style="list-style-type: none"> <li>Good working order</li> <li>Fit for purpose</li> <li>Statutory rights and responsibilities</li> <li>Consumer rights</li> <li>Lead times</li> <li>After sales support</li> </ul>

Assessment:

Portfolio of evidence.

## Module 5 – Quality Standards

### What is required

Know the quality standards which apply to the products and how to check that these have been met. Read and interpret specifications, drawings, cutting lists and other relevant technical information used within your organisation.

### Learning Outcomes:

#### The learner can:

- 1 describe quality criteria used for different types of product or processes for your role
- 2 state quality assurance methods available
- 3 state relevant sources of valid information on products or processes
- 4 describe who should be involved in the quality assurance process
- 5 describe why quality assurance is important and the impact of not meeting quality standards
- 6 state who requires information on quality assurance and procedures for informing them
- 7 describe recommendations that could emerge from quality assurance processes
- 8 describe the extent of your own responsibility and to whom you should report if you have problems that you cannot resolve
- 9 state who is accountable for quality assurance issues in your organisation
- 10 explain where to find organisation standards and industry standards for products you produce
- 11 explain where to find and how to follow technical specifications for the work you are carrying out
- 12 describe the meaning of the terms used in the technical specifications you use
- 13 state the tolerances for products you are producing
- 14 describe how to obtain and interpret information on regulations and guidelines

### Scope/Range:

Different types of product/processes	Products include piece parts or finished items of furniture Processes could include production lines or machine governed processes
Quality Assurance recommendations	Pass Fail Quarantine Scrap Repair/reuse Recycle
Quality assurance and quality control methods	Testing Sample checks 100% inspection Error proofing Process checks

	Raw material checks Stamps/labels
Who is involved	Suppliers Internal representatives Distribution chain Customer depots
Reporting	Line managers Suppliers Meetings Quality assurance representatives
Sources of quality criteria	Specifications Drawings Cutting Lists / Work to lists Standard Operating Procedures Autonomous Maintenance schedules Data charts e.g. SPC
Tolerances	Allowances for deviation from norm Defect Criteria Company Standards

Assessment:

Portfolio of evidence.

## Module 6 - Health, Safety and Environment

### What is required

Knowledge and understanding of the relevant health, safety and environmental requirements and regulations. Understand sustainability within the industry. Comply with health, safety and environmental requirements, relevant statutory regulations and industry standards/codes of practice at all times

### Learning Outcomes:

#### The learner can:

1. carry out work in accordance with health, safety and environmental requirements
2. follow most recent workplace practices for your job role
3. ensure personal conduct around the workplace does not endanger health and safety of yourself and others
4. follow workplace practices and suppliers/manufacturers instructions for safe use of equipment, materials and products
5. report any differences between workplace practices and suppliers/manufacturers instructions to responsible/ appropriate person
6. work safely at all times, complying with all rules and regulations
7. take prompt and appropriate action to minimise risk of personal injury if an emergency should occur
8. describe legal duties for health and safety in the workplace
9. describe duties for health and safety as defined by any specific legislation covering your job role
10. understand workplace practices for job role and why it is important to follow them
11. describe why it is important to comply with health and safety requirements and work safely
12. describe why it is important to follow workplace practices and suppliers/manufacturers instructions in the workplace
13. state who to report differences between workplace practices and suppliers/manufacturers written instructions
14. describe why it is important to ensure your personal conduct does not endanger yourself and or others
15. describe the emergency procedure specific to your workplace
16. describe why it is important to work safely at all times
17. describe your duties for health and safety as defined by any specific legislation covering your job role
18. describe methods of raising the alarm if an emergency should occur in the workplace
19. describe when it may be necessary for you to find and inform a responsible and/or appropriate person of emergencies
20. describe ways of minimising risk of personal injury
21. describe why it is important to follow the emergency procedure promptly, calmly and correctly

## Range:

Health, safety and environmental requirements	PPE Manual handling techniques Disposal of waste Extraction of fumes Cleanliness Welfare facilities Training Competence
Workplace practices	Designated walkways wearing correct PPE Forklift licence Training Extraction Storage Housekeeping
Suppliers/manufacturer's instructions	Machinery Tools Equipment Substances Manual handling Chemicals Data sheets
Report	Verbal Written Meeting
Rules and regulations	Manufacturers' instructions Legal requirements (Control Of Substances Hazardous to Health COSHH, Provision and Use of Work Equipment Regulations PUWER, Health And Safety At Work Act HASAWA, RIDDOR). Company Health and Safety Policy Company handbook
Legal duties	Training Braking on machinery Exposure limits Reporting of accidents Recording of incidents
Responsibilities	Duty of care Personal conduct Observing working practices Legal requirements

## Assessment:

Portfolio of evidence  
Multiple choice online test

## Module 7 – Maintain Tools and Equipment

### What is required

Perform regular autonomous maintenance tasks on machinery, tools and equipment used.

### Learning Outcomes: add where appropriate to statements

#### The learner can:

- 1 comply with health and safety requirements and procedures at all times
- 2 list the limits of your responsibilities in relation to maintaining tools and equipment.
- 3 carry out maintenance within the limits of your responsibilities
- 4 prepare and maintain tools and equipment in accordance with organisational/manufacturers routine service requirements
- 5 use and maintain maintenance records following organisation procedures
- 6 identify machine principal parts and their functions where appropriate
- 7 identify safe working limits of machinery, tools and equipment
- 8 carry out your required maintenance responsibilities within acceptable timescales

#### Range:

Health & Safety	PPE Safe System of Work Risk Assessment Training documents / evidence
Tools and equipment	Hand tools Power tools Compressed air tools Machinery Measuring equipment Cramps Workshops tools and devices
Limits of your responsibilities	Safe working practices Legal requirements Manufacturer's instructions Suitably qualified staff Working area
Service requirements	PUWER Regulations Maintained to keep safe at all times Inspected at suitable intervals Assessed for levels of safety Risk assessments
Maintenance records	Frequency of checks Manufacturer's instructions Risk assessments Timescales Action plans
Principle parts	Identify principle parts of tools and equipment

Acceptable timescales	Daily Weekly Annually or as recommended by manufacturers
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Assessment:

Portfolio of evidence.

## Module 8 - Problem Solving

### What is required

Identify issues quickly, solve problems and apply appropriate solutions.

### Learning Outcomes:

#### The learner can:

1. obtain all relevant information relating to problems
2. use information obtained to help evaluate problems
3. identify correctly the nature and extent of problems
4. identify the cause of problems following organisation procedures
5. report problems to the relevant person(s) within your organisation following standard operating procedures
6. suggest preventive measures, if possible to ensure the problems do not reoccur
7. record information on the process in the appropriate information systems to provide an audit trail

### Range:

Problem identification	Identify problems Report to/provide updates to relevant person(s)
Data collection	Collect information Document and display data
Causes	Identify causes and suggest preventative measures
Records	Record issues and improvements

### Assessment:

Portfolio of evidence.

## Module 9 - Achieve Quality and Output Targets

### What is required

Carry out work to required quality standards and output targets. High attention for detail, must monitor and check work meets specifications and follow methodology and processes.

### Learning Outcomes:

#### The learner can:

- 1 complete production records accurately following standard operating procedures
- 2 comply with work instructions and legal requirements
- 3 complete work to required quality and output levels in accordance with production schedules and targets, work instructions and legal requirements
- 4 pass on completed work to the next stage in line with work instructions and organisation procedures, quality standards and throughput rate
- 5 identify problems with materials and/or equipment and correct or report to appropriate person
- 6 explain problems that could occur with equipment and materials during the production process
- 7 recognise difficulties in producing finished items to the required quality and output and correct or report promptly to appropriate person
- 8 identify any damaged or faulty products and record or report them in line with your work instructions
- 9 actively monitor work to ensure that it meets specification within acceptable timeframes
- 10 explain the balance between attention to detail and meeting customer expectations
- 11 explain the methodology and processes that need to be followed to achieve work objectives

### Range/Scope:

Records	Written Verbal Electronic Form
Quality	Measuring Visual Touch Dimensions Specifications Company quality standards
Output	Output targets set by the company
Production Schedules Work Instructions	Drawing Specification Schedules Cutting list

	Company requirements
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Assessment:

Portfolio of evidence.

## Module 10 – Collaboration and Adaptability

### What is required

Willing to both listen and learn and to accept changing priorities and working requirements. Work effectively with others in a team whilst maintaining effective professional working relationships. Actively engage in wider business and look to provide information that positively contributes to the business.

### Learning Outcomes:

#### The learner can:

1. demonstrate a positive attitude to change and changing requirements within the organisation
2. recognise why change is necessary
3. demonstrate a willingness to try new things and learn new skills and support the organisation needs
4. show an understanding of the importance of listening to changing priorities and/or requirements
5. treat others with respect at all times and explain how this contributes to workplace efficiency
6. communicate with others using appropriate methods
7. give and receive constructive support and feedback to/from colleagues
8. state what methods of communication to use and when to use them
9. describe how to maintain effective working relationships
10. actively contribute to the team you work with
11. bring to the attention of colleagues information that might have an immediate effect on their work
12. carry out requests from other people promptly without holding up the course of the work
13. refer requests that cannot be met to an appropriate person
14. ensure behaviour, dress and appearance conform to work practice, organisation guidelines and legal requirements
15. state the company guidelines on dress and behaviour
16. promote a positive image of the organisation at all times

### Range:

Adaptability	Flexible attitude Positive behaviour Patience Self-organised Respect for self and others Willingness to cooperate Learn and work as team
Collaboration	Team working Give and receive feedback Communication methods

	Working relationships
Positive attitude	Behaviour Dress appearance Image Reliability

Assessment:

Portfolio of evidence.

## Module 11 – Time management

### Overview

Time management and ability to complete work to schedule. :

### Learning Outcomes:

The learner can:

1. start work on time each working day
2. explain why starting work on time is important to yourself and the organisation
3. state why it is important time and workload are managed effectively and describe ways of managing this
4. state why it is important to seek work and offer help to others
5. ask for work when existing tasks have been completed
6. describe how seeking help from colleagues can help in managing workload
7. finish tasks within the allotted timescale
8. inform team members of progress and developments of work activities
9. reports problems beyond own level of authority to the appropriate person
10. follow organisational procedures and legal requirements when managing time and workload

Attendance and punctuality	Attendance records Clocking records Time sheets
Workload	Production records Deadlines

### Assessment:

Portfolio of evidence.

## Module 12 – Pride in the Workplace

### What is required

Organise work space for efficiency and effectiveness by identifying and storing items used, maintaining work area and sustaining order.

### Learning Outcomes:

The learner can:

1. explain why good housekeeping is important
2. maintain work area in a clean, tidy, organised state and free from hazards to organisational standards
3. store materials, tools, and equipment safely in the approved locations
4. maintain personal presentation, cleanliness and hygiene in the workplace and explain why is it important

### Range:

Housekeeping	General care Cleanliness Orderliness
Personal presentation	Facial expressions Clothes and grooming Body language Cleanliness – Hair, teeth, body

### Assessment:

Portfolio of evidence.